



STATE OF VERMONT
JOINT FISCAL OFFICE

MEMORANDUM

To: Joint Fiscal Committee members
From: Sorsha Anderson, Senior Staff Associate
Date: November 23, 2022
Subject: Limited-Service Position(s) Request – JFO #3126

Enclosed please find one (1) item, which the Joint Fiscal Office has received from the Administration.

JFO Request #3126: Two (2) limited-service positions to the Vermont Agency of Human Services, Department of Disability, Aging and Independent Living. The Adult Protective Services Investigator will increase the number of investigations within the project period; and the Licensing and Protection Program Specialist will improve existing APS processes in ways that are consistent with the National Adult Maltreatment Reporting System. Funded through September 30, 2024, through previously approved JFO grant #2986.

[Received November 14, 2022]

Please review the enclosed materials and notify the Joint Fiscal Office (Sorsha Anderson: sanderson@leg.state.vt.us) if you have questions or would like this item held for legislative review. Unless we hear from you to the contrary by December 9, 2022, we will assume that you agree to consider as final the Governor's acceptance of this request.

STATE OF VERMONT Joint Fiscal Committee Review Limited Service - Grant Funded Position Request Form

This form is to be used by agencies and departments when additional grant funded positions are being requested. Review and approval by the Department of Human Resources must be obtained prior to review by the Department of Finance and Management. The Department of Finance will forward requests to the Joint Fiscal Office for JFC review. A Request for Classification Review Form (RFR) and an updated organizational chart showing to whom the new position(s) would report must be attached to this form. Please attach additional pages as necessary to provide enough detail.

Agency/Department: AHS/DAIL Date: 09/09/2022

Name and Phone (of the person completing this request): Liz Perreault, 802-798-9198

Request is for:

- Positions funded and attached to a new grant.
- Positions funded and attached to an existing grant approved by JFO # 2986

1. Name of Granting Agency, Title of Grant, Grant Funding Detail (attach grant documents):

DHHS, ACL, (APC6) American Rescue Plan (ARP) for APS under SSA Title XX Section 2042(b)
See attached grant documents.

2. List below titles, number of positions in each title, program area, and limited service end date (information should be based on grant award and should match information provided on the RFR) position(s) will be established only after JFC final approval:

<u>Title* of Position(s) Requested</u>	<u># of Positions</u>	<u>Division/Program</u>	<u>Grant Funding Period/Anticipated End Date</u>
Adult Protective Services Investigator	1 position	DLP/APS	08-01-2021 through 09-30-2024
Licensing and Protection Program Specialist	1 position	DLP/APS	08-01-2021 through 09-30-2024

*Final determination of title and pay grade to be made by the Department of Human Resources Classification Division upon submission and review of Request for Classification Review.

3. Justification for this request as an essential grant program need:

Increasing investigator capacity results in faster response time, increased number of investigations initiated and completed within the project period. Increasing investigation capacity fulfills the grants requirement of APS improving or enhancing existing APS processes for conducting investigations, and continuous quality improvement. Increasing Program Specialist capacity results in improving existing APS processes for receiving reports, conducting intakes, planning for services, improving data collection and reporting at the case worker, local-, and state-levels in a manner that is consistent with the National Adult Maltreatment Reporting System (NAMRS).

I certify that this information is correct and that necessary funding, space and equipment for the above position(s) are available (required by 32 VSA Sec. 5(b)).

DocuSigned by: Van W. D'Amico 9/27/2022 13 Sep 2022

Signature of Agency or Department Head: Aimee Pope Date: 2022.10.10 08:39:54 -04'00'

Approved/Denied by Department of Human Resources: Adam Greshin Date: 2022.10.17 16:54:45 -04'00'

Approved/Denied by Finance and Management: Douglas Farnham Date: 10/18/2022

Approved/Denied by Secretary of Administration: [Signature] Date: 11/10/22

Approved/Denied by Governor (required as amended by 2019 Leg. Session): [Signature] Date: 11/10/22

Comments:

DocuSigned by:
Tracy O'Connell
E30932098A6F482

**Notice of Award****Title of Program: (APC6) American Rescue Plan (ARP) for APS under SSA Title XX Section 2042(b)****Award Authority: P.L. 117-2 under P.L. 115-123 (SSA)****Grantee:**Vermont
Vermont Agency for Human Services
103 South Main Street
WATERBURY, VERMONT 05671**Date:** July 27, 2022**Grant No.:** 2101VTAPC6-01
Award Instrument: Grant (Formula)
Project Period: 08-01-2021 - 09-30-2024
Budget Period: 08-01-2021 - 09-30-2024**EIN:** 1036000264D4
DUNS#: 809376155**CFDA:** 93.747
UEI#: YLQARK22FMQ1**Object Class Code:** 41.15

Appropriation	CAN	Award This Action	Cumulative Grant Award to Date
75-X-0142	2022,299C6J2	\$1,227,345.00	\$1,227,345.00
75-X-0142	2021,299C6J1		\$645,450.00
	Total	\$0	\$1,872,795.00

ACL Contact Information:Please find your assigned ACL programmatic and fiscal contacts on ACL's website at <https://www.acl.gov/grants/acl-mandatory-grants-programmatic-and-fiscal-contacts>.**Emmanuel Ekwo**
ACL Grants Officer**Terms and Conditions:**

1. This grant is issued under the authority of the American Rescue Plan Act of 2021 (P.L. 117-2) for activities authorized under the Elder Justice Act Section 2042(b) of Title XX of the Social Security Act [Public Law 74-271] [As Amended Through P.L. 115-123, Enacted February 9, 2018]. The terms and conditions of this Notice of Award (NoA) and other requirements have the following order of precedence: (1) statute; (2) executive order; (3) program regulation; (4) administrative regulation found in 45 CFR Part 75; (5) agency policies; and (6) Any additional terms and conditions and remarks on NoA.

Terms and Conditions: Please visit ACL's website at <https://www.acl.gov/grants/managing-grant> to view the terms and conditions, including but not limited to:

ACL Title of Program: American Rescue Plan (ARP) for APS under SSA Title XX Section 2042(b)

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- Prohibition on certain telecommunications and video surveillance services or equipment
- SAM.gov / DUNS Requirement
- Latest Consolidated Appropriations Act
- National Policies including Trafficking Victims Protection Act, Whistleblower Protections, DOMA: Implementation of Same-Sex Spouses/Marriages, Stevens Amendment, and Antidiscrimination.

Federal Funding Requirements: Please visit ACL's website at <https://www.acl.gov/grants/managing-grant> to view the federal funding requirements, including but not limited to:

- Federal Funding Accountability and Transparency Act (FFATA)
- Federal Awardee Performance and Integrity Information System (FAPIIS)

2. Award Acceptance: Initial withdrawal of funds by the recipient, constitutes acceptance of the terms and conditions of this award. By requesting or receiving funds under this award, the recipient assures that it will carry out the project/program described in its approved state plan(s) and will comply with the terms and conditions and other requirements of this award.

3. Withdrawals of funds are not to exceed the total grant award shown above under provisions of Treasury Circular No. 1075. Failure to adhere to these requirements may cause the suspension of grant funds.

4. SF-425 Financial Reporting: Grantee is required to submit SF-425s on a semi-annual basis. The SF-425 shall be submitted using the HHS' Payment Management System (PMS) located at: <https://pms.psc.gov>. This award is a supplement to the award issued on August 3, 2021 under the "APC6" program code. The first report covered the first 8 months (8/1/2021 - 3/31/2022). All subsequent reports cover 6-month periods. Reports are due within 30 days for the periods ending March 31 and September 30 (i.e., due April 30 and October 30) through September 30, 2024, a final SF-425 is due within 120 days after September 30, 2024 (i.e., due January 31, 2025). If a final SF-425 will be submitted January 31, 2025, the last semi-annual report for September 30, 2024 is not required.

5. Programmatic Reporting: Grantee is required to submit programmatic reports on an annual basis. Programmatic reports shall be submitted via ACL's National Adult Maltreatment System (NAMRS) located at: www.namrs.net. Annual reports are due beginning with 12 months from the date of the notice of award. A final report is due 90 days after the project period end date and should cover activities for the entire project period. For awards made on August 3, 2021 and this supplemental award, there will be 3 annual reports and 1 final report:

- a. Annual - August 31, 2022 (covering activities from Aug. 1, 2021 – Jul. 31, 2022)
- b. Annual - August 31, 2023 (covering activities from Aug. 1, 2022 – Jul. 31, 2023)
- c. Annual - August 31, 2024 (covering activities from Aug. 1, 2023 – Jul. 31, 2024)
- d. Final - December 31, 2024 (covering all activities from August 1, 2021 – September 30, 2024)

Remarks:

1. The grant award for this program to your state has been approved for the project period August 1, 2021 - September 30, 2024 after review of the letter of assurance and spending plan submitted. This is a 12-month extension of the original project period. The period for liquidation of the obligations is through December 31, 2024, 90 days after the project end date.

2. Payment under this award will be made available through the HHS Departmental Payment Management System (PMS). PMS provides instructions for making withdrawals of Federal funds. When requesting payment from PMS, please use your P account login and reference the Grant No. listed above for payment. Instructions regarding payments can be obtained at <https://pms.psc.gov/training/pms-user-guide.html#Request>, or contact your PSC Account Liaison; 1-877-614-5533; PMSSupport@psc.gov.

3. Beginning April 1, 2022, ACL grant recipients are no longer required to complete the cash transaction section (lines 10a - c) of the SF425 Federal Financial Report (FFR) in the Payment Management System

ACL Title of Program: American Rescue Plan (ARP) for APS under SSA Title XX Section 2042(b)

Grant No.: 2101VTAPC6-01

Date: July 27, 2022

(PMS). New functionality within PMS will pre-populate the information with data reported from grantee's cash drawdown requests. As a result, this will help reduce burden and redundancy of data entries for recipients.

Additional and detailed information can be found on acl.gov: <https://acl.gov/grants/notification-recipients-re-retirement-pms-federal-cash-transaction-reports-fctrs>.

4. **Special Clause for Change in Key Personnel:** Per 2 CFR 200.308, recipients of federal funds must request approval from the grantor for a number of changes related to the grant, including a Change in Key Personnel identified in the application for federal funds or in the grant award. The regulation defines a Change in Key Personnel as the replacement or change in status (such as an absence for any continuous period of 3 months or more, or reduction of time devoted to the project by 25 percent or more from the level in the approved application) of the Principal Investigator/Project Director (PI/PD).

Please click on following link for ACL process to request Change in Key Personnel:

https://acl.gov/sites/default/files/grants/Mandatory_Formula%20Grantee%20Notice_Mandatory_Formula%20Grants%20Module%20in%20GrantSolutions_Final.pdf.

5. Federal requirements regarding Cash Drawdowns listed in 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements can be found on acl.gov: <https://acl.gov/grants/memorandum-grantees-acl-mandatoryformula-grants>.



enhancing effectiveness of APS programs

APS Program Planning Template: State/Territory/District-Specific Focus

State/Territory/District	Vermont
Contact	John Gordon
SME liaison	Kathryn Sapp
Budget Allocation	\$1,995,000 (estimated total of ARPA I and ARPA II)
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024</p>
<p>1) Vision 2025</p> <p>The Vision clarifies what your ARPA Grant 1 Program aspires to become and to achieve. It is designed to inspire by providing a picture of where the program is heading in 3-5 years.</p> <p>Note: If you are a part of a larger organization, does it have its own future vision? If so, you may want to adapt it to your own program.</p>	<p>We will use the ARPA funds to shape APS to better reflect today’s reality of individuals with vulnerabilities living in the community, from statue revision to differentiated response during investigations.</p>

<p>2) Mission Statement</p> <p>Mission and Values statements can be an effective tool to educate the public; state and local government officials; state government agencies; provider agencies; and service recipients as to what the Adult Protective Services is and how they do business.</p> <p>Mission Statements answer four key questions about your APS Program:</p> <ul style="list-style-type: none">• Who do we serve?• What needs do they have that we can fulfil?• How do we meet those needs? How do we make the clients' lives better?• Does it link directly to the Vision Statement? <p>Note: if you are a part of a larger organization, does it have its Mission Statement? If so, you may want to adapt it for your own program.</p>	<p>Vermont APS Mission</p> <p>To stop maltreatment of vulnerable adults through investigations and by provision of protective services.</p>
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<p>3) Guiding Principles / Core Values Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p>Note: if you are a part of a larger organization, does it have its own set of Guiding Principles or Core Values? If so, you may want to adapt it for this program.</p>	<p>Division philosophy: Balanced and assertive regulation of health care organizations ensure that vulnerable Vermonters receive care with dignity, respect, and independence. When vulnerable Vermonters are maltreated, there should be an effective investigation and protective services put in place to prevent additional harm.</p> <p>APS principles:</p> <ul style="list-style-type: none">• Protection of vulnerable adults whose health of welfare is threatened• Provide for a safe and nurturing environment• Minimally intrusive intervention• Maintaining self-determination of Alleged Victim
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4) Environmental Scan

An environmental scan is a description of your environment. It could be in narrative form or could be summarized in a chart that looks at your program's strengths and weaknesses as well as the threats and opportunities created by factors in the external environment that you do not control.

Tell us what is going on in your operating environment that caused you to choose the targeted improvements in #6. Provide Context and Justification for each improvement.

The PESTEL model is used to evaluate the external environment of your program by breaking down the opportunities and risks into Political, Economic, Social, Technological, Environmental, and Legal factors. These will include: national, state and local trends that are likely to impact your APS program.

After describing the general environment in which you are operating, describe the specific trends or factors that caused you to choose the targeted improvements in #6. into Political, Economic, Social, Technological, Environmental, and Legal factors. These will include: national, state and local trends that are likely to impact your APS program.

PESTEL Factors: Political, Economic, Social, Technological, Environmental, Legal

SWOT

Internal	<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none"> ● Committed staff ● Ability to investigate ● Willingness to initiate contact in the community with vulnerable adults and others ● Commitment to collaborate with community partners ● Willingness to try new things ● Strong procedures and updating processes 	<p style="text-align: center;">Weaknesses</p> <ul style="list-style-type: none"> ● Statute disconnected from current needs and priorities ● Number of staff on the ground is too low ● Lack of authority ● Information System not user-friendly ● Information silos within department ● Lack of opportunities for professional consult ● Low numbers/percentage of substantiations ● Lack of data on effectiveness of registry ● Community expectations beyond capability ● Lack of training specific to investigations and protective services ● Lack of capacity organize fundamental changes
External	<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none"> ● Collaborate with community partners to enhance education about APS and improve ability to respond ● Outreach to other programs and professionals and public ● Data sharing within AHS ● Update statute ● Broaden range of response available to APS beyond registry 	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none"> ● Aging population increasing demand ● Covid decreasing oversight in general leading to higher risks to vulnerable adults and less/less accurate reporting ● COL increases making vulnerable adults less secure ● Interpretation of preponderance of evidence ● Lack of resources in small communities ● Lack of control/discretion over workload ● Lack of resources to determine decisional capacity ● Increasing frequency, toll, and sophistication of scams and financial exploitation

Additional Information

SWOT analysis was developed following a survey of staff, internal partners, and external partners. The SWOT analysis reflects a categorization of collective survey responses.

5) Goals for Program Improvement

These are goals to be obtained in order to move your APS program from current practices to your Vision.

Now that you have new funds targeted for your work with APS, what can be enhanced or improved in your current program? These goals must meet the APS Formula Grant requirements. It is recommended these goals become SMART goals (specific, measurable, actionable, and timely).

Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.

These are goals to move your APS Program from current practices to your Vision #1.

- Update statute to better reflect values
- Enhance training on determining decisional capacity
- Increase field assessment capability
- Improve legal strength of investigative reports
- Enhance technology to assist communication when close contact needs to be avoided
- Develop forensic accounting capability
- Improved speed of response to reports of maltreatment
- Improved access to information for staff in the field

6) Targeted Improvement Projects

Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.

Your improvements should be concrete, measurable, and complete.

WHY is this improvement needed?

What **Purpose** or **NEED** will it fill?

What **RESOURCES** will be used?

What **ACTIVITIES** will it entail?

What are the direct **OUTPUTS** of the activities? What are the intended results and how will clients benefit?

See example on next page.

- Project 1 - Statute revisions that reflects needs and realities of vulnerable adults in VT experience today. Procedures and products that stand up to legal scrutiny
- Project 2 - Management of grant projects and improvement initiatives
- Project 3 - More field assessment to increase field presence, capture more direct information, and conduct more outreach
- Project 4 - Improved ability to assess decisional capacity in the field
- Project 5 - Improved ability to recognize and address financial exploitation in the field
- Project 6 – Improved ability to communicate with individual while maintaining distance and reduce documentation time
- Project 7 – Greater resources to address financial exploitation
- Project 8 – Greater Central office capacity to improve intake responsiveness and assist in data transitions to improve access to data from the field
- Project 9 – Greater investigator capacity

EXAMPLE: Illustrate targeted improvements using a Logic Model Framework

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Based on the results of your Environmental Scan and PESTEL, what <i>needs</i> of your APS Program will be served by the ARPA funds?</p> <p>Should be a clear “connection” with the Environmental Scan items.</p>	<p>People, financial, organizational, or community resources Directed toward doing the activity.</p>	<p>Improvement Projects</p> <p>Identify the “What” for each targeted improvement, with enough context and information to explain.</p>	<p>Direct products of program activities. May include types, levels, and targets of services to be delivered by the program.</p> <p>Examples include number of people served, number of events held, and number of units of service provided.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning in 1 year.</p> <p>Internal Benefits.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning.</p> <p>Long-Term outcomes should be achievable within the 2-to-5-year timeframe of grants.</p> <p>Benefits to your Clients.</p>
<p>Project 1 - Statute revisions that reflects needs and realities of vulnerable adults in VT</p>	<p>Starting summer 2022, funding to hire a temporary position with legal credentials to research and develop</p>	<p>Hire staff for development of proposed statute language and provide legal consultation of</p>	<p>Proposed statute language to submit to legislature</p> <p>Review and advice on policies and procedures</p>	<p>Statutory, policy and procedural review considering guiding principles, current environment, state of art and best practices</p>	<p>Updated state statute which drives and supports APS operations in service to vulnerable adults in VT</p>

<p>experience today.</p> <p>Procedures and products that stand up to legal scrutiny</p>	<p>proposed statute language and provide internal legal review of procedures and products</p>	<p>procedures and products</p>			<p>Investigator products that stand up to legal scrutiny</p>
<p>Project 2 - Management of grant projects and improvement initiatives</p>	<p>Starting spring 2022 funding to hire a temporary position to manage projects, source equipment, and acquire and coordinate trainings</p>	<p>Hire staff to manage and track various grant initiatives</p>	<p>Develop or acquire and deploy trainings on capacity assessment, vulnerability, financial exploitation, etc. Develop structures and contract to access forensic accounting</p>	<p>Contract structure to deliver trainings. Procedures developed and updated to support maintenance of expertise</p>	<p>Trainings developed (or acquired), delivered, and captured. Procedures updated and structures developed to support staff new found higher level of expertise.</p>
<p>Project 3 - More field assessment to increase field presence, capture more direct information, and conduct more outreach</p>	<p>Starting fall 2021 funding to hire three service navigator positions who will conduct outreach, field assessment, and in-person referrals</p>	<p>Continue funding of positions hired under CRSA to maintain enhanced outreach and field assessment capability</p>	<p>More field presence. Enhances ability to assess individuals in the field and assist with in-person referrals and service applications</p>	<p>More vulnerable adults served. Pressure removed from over-taxed investigators who had been conducting field screens previously. Ability to provide in-person service coordination and referral in cases where maltreatment potential is minimal</p>	<p>More vulnerable adults served. Investigator able to specialize on more complicated cases. Ability to provide in-person service coordination and referral in cases where maltreatment potential is minimal</p> <p>Enhance staff knowledge and skills level to focus resources on high-risk clients and reduce incidents of maltreatment and recidivism</p>

<p>Project 4 - Improved ability to assess decisional capacity in the field</p>	<p>Project manager to develop options, funding to access training and license products, staff time to engage in training</p>	<p>Identify, select and acquire training and material to assist in determination of decisional capacity in the field</p>	<p>Improve consistency and documentation of evaluation of decision making</p>	<p>Training conducted Tools deployed Staff have improved ability to recognize weaknesses in decisional capacity</p>	<p>Staff have the resources and ability to more consistently assess and document clients' decisional capacity in the field</p>
<p>Project 5 - Improved ability to recognize and address financial exploitation in the field</p>	<p>Project manager to develop options, funding to access training and license products, staff time to engage in training</p>	<p>Identify, select and acquire training and material to assist in addressing financial exploitation</p>	<p>Improve consistency and documentation of identification description of financial exploitation leading to intervention and prosecution</p>	<p>Training conducted Tools deployed Staff have improved awareness of financial exploitation and when to involve other parties.</p>	<p>Staff have the resources and ability to consistently identify and address financial exploitation in the field resulting in better protection of clients</p>
<p>Project 6 – Improved ability to communicate with individual while maintaining distance and reduce documentation time</p>	<p>Investment for tablets, app integration to information system and related training.</p>	<p>Buy tablets for field investigators to enable communication while maintaining distance and reduce time spent on capturing evidence and documentation</p>	<p>Increase safety of interactions for both parties by decreasing exposure. Decrease time needed to capture and document evidence.</p>	<p>Each field investigator has a tablet and is trained to use it.</p>	<p>Investigators can use tablets to interact with clients when it is necessary to maintain distance thus decreasing close contact and increasing safety. Tablets integrate with information system to allow for quick capture of evidence and information. More time available for client interaction.</p>

Project 7 – Greater resources to address financial exploitation	Arrangement to contract with forensic accountant as needed for complex financial exploitation cases	Identify and select forensic accountant Establish relationship to contract accountant as needed	Increase ability to ascertain outcomes and provide evidence in cases of financial exploitation	Vendor identified and billing arrangements established	Investigator are able to access forensic accounting to analyze complex financial information and inform recommendations and interventions
Project 8 – Greater Central office capacity to improve intake responsiveness and assist in data transitions to improve access to data from the field	Funding to hire a temporary position assist in data migration, file digitization, and intake backup	Hire temporary staff to bolster central office and intake capacity	Increased access to digital files. Faster response time of intake	Position approved Temporary staff selected	Intake is more responsive. Field staff have greater access to past case information.
Project 9 – Greater investigator capacity	Funding to hire a temporary position to supplement investigator capacity	Hire temporary staff to bolster investigator capacity	Increased number of investigations initiated and completed within project period	Position approved Temporary staff selected	Faster response time. Increased number of investigations initiated and completed within project period

7) Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years

Budget/Spending Plan will be used to enhance, improve, and expand the ability of APS workers to investigate allegations of abuse, neglect, and exploitation. Be sure to use separate line items for each major improvement project.

Operational Plan Submission due by January 31, 2022.

ARPA 1- First Grant Allocation - August 2021 - September 2023

	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
Project 1	Legal support		40000	80000	75450	195450
Project 2	Project Manager		50000	50000	50000	150000
Project 3	Service navigators			150000	150000	300000
Total			90000	280000	275450	645450

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 1	Legal support		4550	80000	80000	164550
Project 2	Project Manager			50000	50000	100000
Project 3	Service navigators			150000	150000	300000

Project 4	Training – Decisional capacity		100000				100000
Project 5	Training – Financial exploitation				95000		95000
Project 6	Mobile Technology	50000	20000				70000
Project 7	Forensic accounting	20000	20000	20000		20000	80000
Project 8	Temp Program Specialist	50000	50000	50000		50000	200000
Project 9	Temp Investigator	60000	60000	60000		60000	240000
Total		180000	254550	505000		410000	1349550

Summary of ARPA 1 + ARPA 2 Expense

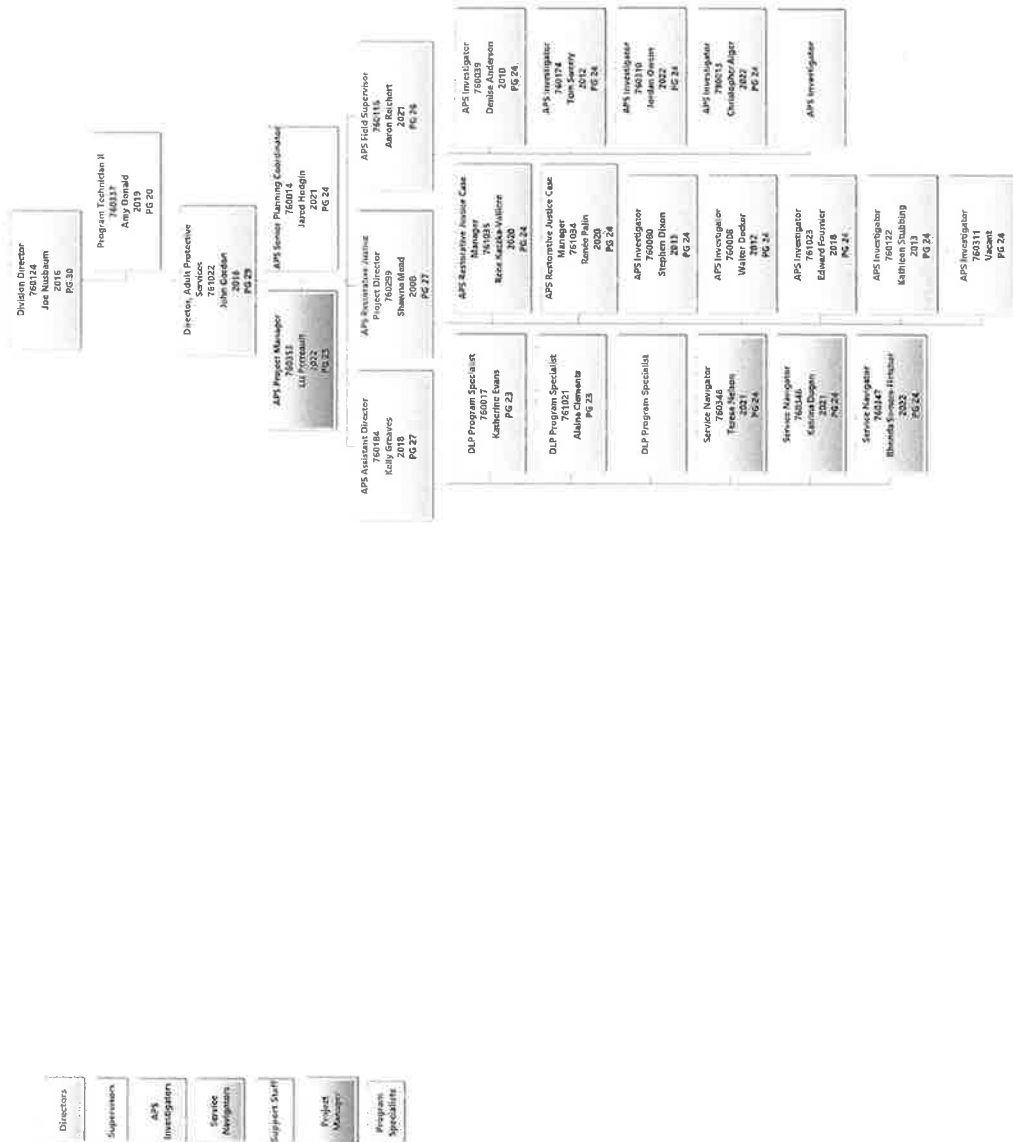
	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Summary	0	90000	460000	530000	505000	410000	1995000

Categories *may* include:

- Development Operational Plan
- Staffing (include FTE or Consulting Agreements)
- Training

- Technology Upgrade
- Equipment
- Administrative Costs
- Transportation
- Wrap-around services

Department of Disabilities, Aging,
and Independent Living
Division of Licensing and Protection
Adult Protective Services
August 26, 2022



RFR Form A
October 2003

VERMONT DEPARTMENT OF PERSONNEL
Request for Classification Review
Position Description Form A

- **This form is to be used by managers and supervisors to request classification of a position (filled or vacant) when the duties have changed, and by managers and supervisors to request the creation of a new job class/title (for a filled, vacant, or new position), and by employees to request classification of their position.**
- This form was designed in Microsoft Word to download and complete on your computer. This is a form-protected document, so information can only be entered in the shaded areas of the form.
- If you prefer to fill out a hard copy of the form, contact your Personnel Officer.
- To move from field to field use your mouse, the arrow keys or press Tab. Each form field has a limited number of characters. Use your mouse or the spacebar to mark and unmark a checkbox.
- Where additional space is needed to respond to a question, you might need to attach a separate page, and number the responses to correspond with the numbers of the questions on the form. Please contact your Personnel Officer if you have difficulty completing the form.
- The form must be complete, including required attachments and signatures or it will be returned to the department's personnel office. All sections of this form are required to be completed unless otherwise stated.

INSTRUCTIONS: Tell us about the job. The information you provide will be used to evaluate the position. It will not be used in any way to evaluate an employee's performance or qualifications.

Answer the questions carefully. The information you give will help ensure that the position is fairly evaluated. Here are some suggestions to consider in completing this questionnaire:

- Tell the **facts** about what an employee in this position is actually expected to do.
- Give **specific examples** to make it clear.
- Write in a way so a person unfamiliar with the job will be able to understand it.
- Describe the job **as it is now**; not the way it was or will become.
- Before answering each question, read it carefully.

To Submit this Request for Classification Review: If this is a filled position, the employee must sign the original* and forward to the supervisor for the supervisor's review and signature. The Personnel Officer and the Appointing Authority must also review and sign this request before it is considered complete. The effective date of review is the beginning of the first pay period following the date the complete Request for Classification Review is date stamped by the Classification Division of the Department of Personnel.

*An employee may choose to sign the form, make a copy, submit original to supervisor as noted above, while concurrently sending the copy to the Classification Division, 144 State Street, Montpelier, with a cover note indicating that the employee has submitted the original to the supervisor and is submitting the copy as a **Concurrent** filing.

If this is a request (initiated by employees, VSEA, or management) for review of all positions in a class/title please contact the appropriate Classification Analyst or the Classification Manager to discuss the request prior to submitting.

Request for Classification Review Position Description Form A

For Department of Personnel Use Only

Notice of Action # _____ Action Taken: _____ New Job Title _____ Current Class Code _____ New Class Code _____ Current Pay Grade _____ New Pay Grade _____ Current Mgt Level _____ B/U _____ OT Cat. _____ EEO Cat. _____ FLSA _____ New Mgt Level _____ B/U _____ OT Cat. _____ EEO Cat. _____ FLSA _____ Classification Analyst _____ Date _____ Effective Date: _____ Comments: _____ Date Processed: _____ Willis Rating/Components: Knowledge & Skills: _____ Mental Demands: _____ Accountability: _____ Working Conditions: _____ Total: _____	Date Received (Stamp)
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Incumbent Information:

Employee Name: Employee Number:
 Position Number: Current Job/Class Title:
 Agency/Department/Unit: Work Station: Zip Code:
 Supervisor's Name, Title, and Phone Number:
 How should the notification to the employee be sent: employee's work location or other address, please provide mailing address:

New Position/Vacant Position Information:

New Position Authorization: Request Job/Class Title:
 Position Type: Permanent or Limited / Funding Source: Core, Partnership, or Sponsored
 Vacant Position Number: Current Job/Class Title:
 Agency/Department/Unit: Work Station: Zip Code:
 Supervisor's Name, Title and Phone Number:

Type of Request:

- Management:** A management request to review the classification of an existing position, class, or create a new job class.
- Employee:** An employee's request to review the classification of his/her current position.

1. Job Duties

This is the **most critical** part of the form. Describe the activities and duties required in your job, **noting changes (new duties, duties no longer required, etc.) since the last review**. Place them in order of importance, beginning with the single most important activity or responsibility required in your job. The importance of the duties and expected end results should be clear, including the tolerance that may be permitted for error. Describe each job duty or activity as follows:

- **What** it is: The nature of the activity.
- **How** you do it: The steps you go through to perform the activity. Be specific so the reader can understand the steps.
- **Why** it is done: What you are attempting to accomplish and the end result of the activity.

For example a Tax Examiner might respond as follows: **(What)** *Audits tax returns and/or taxpayer records.* **(How)** *By developing investigation strategy; reviewing materials submitted; when appropriate interviewing people, other than the taxpayer, who have information about the taxpayer's business or residency.* **(Why)** *To determine actual tax liabilities.*

Specialized duties at a professional level for the Department of Disabilities, Aging and Independent Living involving investigations, protective services, assessments, and interventions pertaining to reports of abuse, exploitation and neglect of vulnerable adults. Duties also include assessments of individual and environmental safety, risk of harm, and cognitive capacity and implementing a wide variety of protective service mechanisms, detailed below. Incumbents work primarily within an assigned geographical area. Work is performed under the supervision of the Adult Protective Services Field Supervisor, but with significant need for individual discretion. Incumbents must analyze and solve complex problems which require significant evaluative thinking and judgement and prioritization of large caseloads.

Examples of Work:

Investigates complaints, intake requests, and referrals involving the need for care or supervision, or allegations of abuse, neglect, or exploitation of vulnerable adults. Interviews alleged victims and perpetrators, family members, law enforcement agencies, medical practitioners, and others as part of the investigation of assigned cases. Investigate failures of mandatory reporters. Coordinates the investigation with law enforcement and other involved agencies. Compiles evidence and submits an investigative report supporting the recommendation. Independently develops strategic methods of resolution by analyzing the evidence obtained and determines the findings for recommendations. Testifies at administrative hearings or court proceedings when necessary. May initiate temporary restraining orders or petitions for guardianship for protective services when necessary to protect an elderly or disabled adult. Regularly assesses adult's and family's situation and environment to determine potential for improvement, stability, or continued deterioration. Coordinates or supports provider agencies in the development of a protective services plan. Provides crisis counseling and services for disabled, elderly, and others as appropriate in order to respond to immediate needs. Establishes appropriate indicators to evaluate progress of case. Administers and monitors the case plan through a variety of casework practices and reviews. May initiate emergency procedures for direct interventions as necessary to prevent or ameliorate abuse, neglect, or exploitation. Provides case management, counseling and supportive casework services to guardians, vulnerable adults, and others. Maintains case records and monitors assigned cases. Provides case follow-up as necessary. Refers clients and families to additional supportive services as necessary. May provide education to agencies or the public about Adult Protective Services and reporting of abuse. Maintains up to date and accurate records of each investigation. Performs related duties as required.

2. Key Contacts

This question deals with the personal contacts and interactions that occur in this job. Provide brief typical examples indicating your primary contacts (**not** an exhaustive or all-inclusive list of contacts) other than those persons to whom you report or who report to you. If you work as part of a team, or if your primary contacts are with other agencies or groups outside State government describe those interactions, and what your role is. For example: you may *collaborate, monitor, guide, or facilitate change*.

Vulnerable adults, alleged perpetrators, governmental agencies, community partners, legal and judicial professionals.

3. Are there licensing, registration, or certification requirements; or special or unusual skills necessary to perform this job?

Include any special licenses, registrations, certifications, skills; (such as counseling, engineering, computer programming, graphic design, strategic planning, keyboarding) including skills with specific equipment, tools, technology, etc. (such as mainframe computers, power tools, trucks, road equipment, specific software packages). Be specific, if you must be able to drive a commercial vehicle, or must know Visual Basic, indicate so.

No professional is required for this position.

4. Do you supervise?

In this question "supervise" means if you direct the work of others where you are held **directly** responsible for assigning work; performance ratings; training; reward and discipline or effectively recommend such action; and other personnel matters. List the names, titles, and position numbers of the classified employees reporting to you:

No

5. In what way does your supervisor provide you with work assignments and review your work?

This question deals with how you are supervised. Explain how you receive work assignments, how priorities are determined, and how your work is reviewed. There are a wide variety of ways a job can be supervised, so there may not be just one answer to this question. For example, some aspects of your work may be reviewed on a regular basis and in others you may operate within general guidelines with much independence in determining how you accomplish tasks.

This position operates under the general guidelines of the Division of Licensing & Protection with considerable latitude for independent judgement and self-direction. There are no specific policies or procedures to dictate the course of action taken by the APS Investigator but rather generalized goals that the worker strives to accomplish.

Assignments are provided to the APS Investigator by an authorized party and the worker must independently evaluate and prioritize each case. The APS Investigator must engage in evaluative thinking when dealing with case assignments and must consider potential outcomes and consequences several steps into the future.

The APS Investigator must independently determine when and how to initiate and complete an investigation, develop strategic methods of resolution, analyze the evidence obtained and determine whether or not the evidence supports a finding that abuse, neglect, or exploitation occurred. The final disposition of any case could result in life altering changes

for both the vulnerable adult and the individual accused of maltreatment.

The APS Field Supervisor holds supervision meetings with the APS Investigator at least once a month to discuss current workloads and case progression and is available for assistance on an as needed basis.

6. Mental Effort

This section addresses the mental demands associated with this job. Describe the most mentally challenging part of your job or the most difficult typical problems you are expected to solve. Be sure to give a specific response and describe the situation(s) by example.

- For example, a purchasing clerk might respond: *In pricing purchase orders, I frequently must find the cost of materials not listed in the pricing guides. This involves locating vendors or other sources of pricing information for a great variety of materials.*
- Or, a systems developer might say: *Understanding the ways in which a database or program will be used, and what the users must accomplish and then developing a system to meet their needs, often with limited time and resources.*

The most challenging aspect of the job relates to the degree of independent judgement required of the APS Investigator. The APS Investigator must analyze and solve complex problems which require evaluative thinking to anticipate the impact of the action/inaction several steps into the future, not just the immediate moment.

A significant contributor to the mental stress endured by the APS Investigator is the chronic exposure to egregious abuses intentionally perpetrated against our most vulnerable members of society.

7. Accountability

This section evaluates the job's expected results. In weighing the importance of results, consideration should be given to responsibility for the safety and well-being of people, protection of confidential information and protection of resources.

What is needed here is information not already presented about the job's scope of responsibility. What is the job's most significant influence upon the organization, or in what way does the job contribute to the organization's mission?

Provide annualized dollar figures if it makes sense to do so, explaining what the amount(s) represent.

For example:

- A social worker might respond: *To promote permanence for children through coordination and delivery of services;*
- A financial officer might state: *Overseeing preparation and ongoing management of division budget: \$2M Operating/Personal Services, \$1.5M Federal Grants.*

The APS Investigator is responsible for protecting the health, welfare, and financial well-being of vulnerable adults through the implementation of investigative and protective services.

The position operates under the general guidelines of the Division with considerable latitude for independent judgement and self-direction.

The investigative process frequently results in the accumulation of volumes of medical and

other records. It is sole responsibility of the APS Investigator to ensure that the confidential information is protected.

The APS Investigator has no direct influence on, or oversight of, state funding.

8. Working Conditions

The intent of this question is to describe any adverse conditions that are routine and expected in your job. It is not to identify special situations such as overcrowded conditions or understaffing.

- a) What significant mental stress are you exposed to? All jobs contain some amount of stress. If your job stands out as having a significant degree of mental or emotional pressure or tension associated with it, this should be described.

Type	How Much of the Time?
Chronic exposure to egregious abuses intentionally perpetrated against our most vulnerable members of society.	80-90%
Frequent confrontational situations with irate and hostile individuals during which the worker must remain professional, calm, focused and solution orientated.	80-90%
Responsible for making life-altering decisions.	95%
Realizing that a vulnerable adult may continue to suffer because exorbitant caseloads preclude the worker from reponding to the situation in a prompt manner.	80%

- b) What hazards, special conditions or discomfort are you exposed to? (Clarification of terms: **hazards** include such things as potential accidents, illness, chronic health conditions or other harm. Typical examples might involve exposure to dangerous persons, including potentially violent customers and clients, fumes, toxic waste, contaminated materials, vehicle accident, disease, cuts, falls, etc.; and **discomfort** includes exposure to such things as cold, dirt, dust, rain or snow, heat, etc.)

Type	How Much of the Time?
Exposure to situations that are potentially hazardous to the worker, such as walking into homes where there are street drugs, drug labs, violent offenders, weapons and vicious dogs.	50%
Exposure to diseases and illnesses from visiting homes that are covered with human feces, clients with scabies, lice and bedbugs, air-borne illnesses in homeless shelters, prisons, hospitals.	80%
Frequent driving in all weather conditions.	80%

- c) What weights do you lift; how much do they weigh and how much time per day/week do you spend lifting?

Type	How Heavy?	How Much of the Time?
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Not required		

d) What working positions (sitting, standing, bending, reaching) or types of effort (hiking, walking, driving) are required?

Type	How Much of the Time?
Sitting at a desk	5%
Standing	45%
Driving	50%

Additional Information:

Carefully review your job description responses so far. If there is anything that you feel is important in understanding your job that you haven't clearly described, use this space for that purpose. Perhaps your job has some unique aspects or characteristics that weren't brought out by your answers to the previous questions. In this space, add any additional comments that you feel will add to a clear understanding of the requirements of your job.

Employee's Signature (required): _____ Date: _____

Supervisor's Section:

Carefully review this completed job description, but **do not** alter or eliminate any portion of the original response. Please answer the questions listed below.

1. What do you consider the most important duties of this job and why?

2. What do you consider the most important knowledge, skills, and abilities of an employee in this job (not necessarily the qualifications of the present employee) and why?

3. Comment on the accuracy and completeness of the responses by the employee. List below any missing items and/or differences where appropriate.

4. Suggested Title and/or Pay Grade:

Supervisor's Signature (required):



Date: 10/4/2022

Personnel Administrator's Section:

Please complete any missing information on the front page of this form before submitting it for review.

Are there other changes to this position, for example: Change of supervisor, GUC, work station?

Yes No If yes, please provide detailed information.

Attachments:

- Organizational charts are **required** and must indicate where the position reports.
- Draft job specification is **required** for proposed new job classes.

Will this change affect other positions within the organization? If so, describe how, (for example, have duties been shifted within the unit requiring review of other positions; or are there other issues relevant to the classification review process).

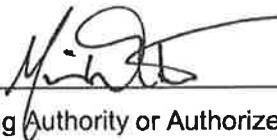
Suggested Title and/or Pay Grade:

Personnel Administrator's Signature (required): _____ Date: _____

Appointing Authority's Section:

Please review this completed job description but **do not alter** or eliminate any of the entries. Add any clarifying information and/or additional comments (if necessary) in the space below.

Suggested Title and/or Pay Grade:



Appointing Authority or Authorized Representative Signature (required)

6 Oct 2022

Date

VERMONT DEPARTMENT OF PERSONNEL
Request for Classification Review
Position Description Form A

- **This form is to be used by managers and supervisors to request classification of a position (filled or vacant) when the duties have changed, and by managers and supervisors to request the creation of a new job class/title (for a filled, vacant, or new position), and by employees to request classification of their position.**
- This form was designed in Microsoft Word to download and complete on your computer. This is a form-protected document, so information can only be entered in the shaded areas of the form.
- If you prefer to fill out a hard copy of the form, contact your Personnel Officer.
- To move from field to field use your mouse, the arrow keys or press Tab. Each form field has a limited number of characters. Use your mouse or the spacebar to mark and unmark a checkbox.
- Where additional space is needed to respond to a question, you might need to attach a separate page, and number the responses to correspond with the numbers of the questions on the form. Please contact your Personnel Officer if you have difficulty completing the form.
- The form must be complete, including required attachments and signatures or it will be returned to the department's personnel office. All sections of this form are required to be completed unless otherwise stated.

INSTRUCTIONS: Tell us about the job. The information you provide will be used to evaluate the position. It will not be used in any way to evaluate an employee's performance or qualifications.

Answer the questions carefully. The information you give will help ensure that the position is fairly evaluated. Here are some suggestions to consider in completing this questionnaire:

- Tell the **facts** about what an employee in this position is actually expected to do.
- Give **specific examples** to make it clear.
- Write in a way so a person unfamiliar with the job will be able to understand it.
- Describe the job **as it is now**, not the way it was or will become.
- Before answering each question, read it carefully.

To Submit this Request for Classification Review: If this is a filled position, the employee must sign the original* and forward to the supervisor for the supervisor's review and signature. The Personnel Officer and the Appointing Authority must also review and sign this request before it is considered complete. The effective date of review is the beginning of the first pay period following the date the complete Request for Classification Review is date stamped by the Classification Division of the Department of Personnel.

*An employee may choose to sign the form, make a copy, submit original to supervisor as noted above, while concurrently sending the copy to the Classification Division, 144 State Street, Montpelier, with a cover note indicating that the employee has submitted the original to the supervisor and is submitting the copy as a **Concurrent** filing.

If this is a request (initiated by employees, VSEA, or management) for review of all positions in a class/title please contact the appropriate Classification Analyst or the Classification Manager to discuss the request prior to submitting.

Request for Classification Review Position Description Form A

For Department of Personnel Use Only

		Date Received (Stamp)
Notice of Action # _____		
Action Taken: _____		
New Job Title _____		
Current Class Code _____	New Class Code _____	
Current Pay Grade _____	New Pay Grade _____	
Current Mgt Level ____ B/U ____ OT Cat. ____ EEO Cat. ____ FLSA ____		
New Mgt Level ____ B/U ____ OT Cat. ____ EEO Cat. ____ FLSA ____		
Classification Analyst _____	Date _____	Effective Date: _____
Comments:		Date Processed: _____
Willis Rating/Components: Knowledge & Skills: ____ Mental Demands: ____ Accountability: ____ Working Conditions: ____ Total: ____		

Incumbent Information:

Employee Name: Employee Number:

Position Number: Current Job/Class Title:

Agency/Department/Unit: Work Station: Zip Code:

Supervisor's Name, Title, and Phone Number:

How should the notification to the employee be sent: employee's work location or other address, please provide mailing address:

New Position/Vacant Position Information:

New Position Authorization: Request Job/Class Title:

Position Type: Permanent or Limited / Funding Source: Core, Partnership, or Sponsored

Vacant Position Number: Current Job/Class Title:

Agency/Department/Unit: Work Station: Zip Code:

Supervisor's Name, Title and Phone Number:

Type of Request:

- Management:** A management request to review the classification of an existing position, class, or create a new job class.
- Employee:** An employee's request to review the classification of his/her current position.

1. Job Duties

This is the **most critical** part of the form. Describe the activities and duties required in your job, **noting changes (new duties, duties no longer required, etc.) since the last review**. Place them in order of importance, beginning with the single most important activity or responsibility required in your job. The importance of the duties and expected end results should be clear, including the tolerance that may be permitted for error. Describe each job duty or activity as follows:

- **What** it is: The nature of the activity.
- **How** you do it: The steps you go through to perform the activity. Be specific so the reader can understand the steps.
- **Why** it is done: What you are attempting to accomplish and the end result of the activity.

For example a Tax Examiner might respond as follows: **(What)** *Audits tax returns and/or taxpayer records.* **(How)** *By developing investigation strategy; reviewing materials submitted; when appropriate interviewing people, other than the taxpayer, who have information about the taxpayer's business or residency.* **(Why)** *To determine actual tax liabilities.*

The following is a list of the activities and responsibilities required of this position:

1. Manage the Reporting Hot Line:

What: The incumbent manages all aspects of the Vermont State Vulnerable Adult Reporting Hotline.

How: The incumbent receives reports of suspected abuse, neglect, or exploitation by telephone, facsimile transmission, or email. The incumbent listens to the information provided and records the information into a structured intake form. The incumbent also receives complaints pursuant to hospitals, nursing homes, home health facilities, kidney dialysis units, residential care homes, and enters the information into a federal data base for the Survey and Certification Team, affiliated with the Centers for Medicaid and Medicare.

Why: Federal law requires the Division of Licensing and Protection to maintain and fully staff a reporting hotline. Additionally, the Adult Protective Services Program is mandated by law to investigate all reports of suspected abuse, neglect, or exploitation of vulnerable adults and the reporting hotline is the primary venue by which such reports are made.

2. Conduct Preliminary Investigations:

What: The incumbent is responsible for initiating the first phase of the comprehensive investigation of allegations pertaining to suspect abuse, neglect, or exploitation of vulnerable adults throughout the state. Allegations include but are not limited to: physical abuse, emotional abuse, sexual abuse, suspicious death, drug diversion, and financial exploitation. The incumbent must ensure that all investigations are initiated and responded to within the time parameters established by law.

How: The incumbent obtains preliminary information and evidence through conducting interviews with the complainant, victim, collaterals, or witnesses. Interviews must be executed in a warm and approachable manner, but be logically and strategically structured. The incumbent must integrate a comprehensive knowledge of state law with forensic interview techniques to elicit detailed, meaningful information that will withstand judicial scrutiny. The incumbent will ensure that all evidence obtained during the preliminary phase of the investigation is forwarded to the next appropriate authority.

Why: The Adult Protective Services Program is governed by a statutory requirement to protect vulnerable adults whose health and welfare may be adversely affected by abuse,

neglect, or exploitation. The failure by the incumbent to initiate an investigation in a timely manner could result in serious and irreparable harm to the vulnerable adult and could potentially render the department liable for serious legal actions.

3. Assessments:

What: The incumbent determines whether the alleged victim is eligible for Adult Protective Services, severity of harm suffered by the victim, risk of continued harm to the victim and decides whether the case will be opened for investigation or closed. The incumbent is further responsible for determining how quickly a field investigator needs to respond to a situation.

How: The incumbent will analyze facts obtained during the preliminary investigation, interpret relevant statutory mandates, and apply that interpretation to determine whether the person for whom a report has been made is a vulnerable adult as defined by law. The incumbent will further determine, based on an analysis and applied interpretation of law, whether or not the allegation brought forth satisfies the critical elements of the statute and subsequently, whether or not the case will be forwarded for further investigation.

The incumbent will also administer specialized assessment tools and interpret the results of those assessments to determine the degree of harm suffered by the victim and the risk for continued harm. After a triage assessment is complete, the incumbent will be responsible for determining how quickly a field investigator must respond to the victim and further determine whether immediate protective service needs to be implemented.

The assessment conducted by the incumbent requires a significant amount of clinical judgment and skill and requires the incumbent to render decisions that could produce life altering changes for the vulnerable person. The decisions must be made quickly and independently.

Why: Adult Protective Services is mandated by law to protect the health, safety, and welfare of vulnerable adults. The assessment process implemented by the incumbent is pivotal to ensuring statutory compliance.

4. Protective Services:

What: The incumbent implements, based on a comprehensive assessment of needs, protective services which are determined necessary to protect the health, safety, and financial well being of the vulnerable adult. Protective services may include but are not limited to: Unlawful Trespass Orders, Temporary Relief from Abuse, Neglect and Exploitation Orders, and Emergency Petitions and Petitions for Guardianship. Other protective services include arranging for safe, secure and sanitary living conditions, referrals to legal representation, arranging for Powers of Attorney, and arranging for access to medical care.

How: The incumbent works with the criminal, family and probate courts to assist with the securing of appropriate protective services for vulnerable adults. The job requires a great deal of independent thinking and decision making ability and further requires a solid understanding of judicial processes and systems.

The incumbent works collaboratively with various agencies and programs throughout Vermont including, but not limited to: the Vermont Housing Authority, Area Agencies on Aging, home health agencies, the homeless shelter programs, community mental health centers, hospitals and schools, and law enforcement agencies to establish and navigate local and state resources to provide the vulnerable adult with a safe and sanitary living

environment and/or medical treatment. The job requires the worker to assess these situations quickly and make sound, independent decisions.

The incumbent must possess an ability to weigh the pros and cons of any decision to implement a protective service and to fully understand the potential impact of such decisions on the vulnerable adult. The worker must also demonstrate an ability to give consideration to the potential ramifications that exist beyond the immediate moment.

Why: Failure by an incumbent to work quickly and exercise excellent judgment regarding protective services could potentially result in a vulnerable adult remaining in an unsafe situation, sustaining further harm or possible death.

5. Crisis and Supportive Counseling:

What: The incumbent provides brief, limited crisis counseling to vulnerable adults, and their families, who have been traumatized by abuse, neglect, or exploitation or by life transitions.

How: The incumbent is often a "first responder" to reports of physical abuse, sexual assault, or other maltreatment of vulnerable adults and must control the situation by utilizing counseling techniques to minimize the impact of the traumatic act(s). The incumbent will demonstrate excellent communication skills and a breadth of knowledge pertaining to vulnerable adult laws, current issues, and best practices. The incumbent must possess an ability to think creatively, logically, and empathically to deal with emotionally charged issues that may arise. An ability to make sound, independent decisions is a critical responsibility of this position.

Why: To minimize the impact of trauma on vulnerable adults and their families and to maximize the potential for obtaining quality evidence.

6. Referrals:

What: The incumbent will make appropriate referrals for vulnerable adults as needed.

How: The incumbent must evaluate each case profile and assess for unmet needs and the necessity for additional professional interventions. Based on the assessment outcomes the incumbent will refer cases to other professional organizations including, but not limited to: the Medicaid and Residential Fraud Unit, the various law enforcement agencies throughout Vermont, the Office of Public Guardian, Area Agencies on Aging, Domestic Violence Networks, legal clinics and private attorneys, the Hoarding Task Force, homeless shelter advocacy programs, The Department for Children and Families (DCF), the Ombudsmen Program, Vermont State Board of Nursing, Adult Day Care Centers, and the Office of Professional Regulation.

The incumbent must possess in-depth knowledge about the aforementioned programs in order to make an appropriate match between an identified need and referral source. The incumbent must also be knowledgeable of criminal laws to determine whether or not a particular allegation, or established set of facts, rises to the level of a criminal act and warrants a referral to law enforcement officials.

2. Key Contacts

This question deals with the personal contacts and interactions that occur in this job. Provide brief typical examples indicating your primary contacts (**not** an exhaustive or all-inclusive list of contacts) other than those persons to whom you report or who report to you. If you work as part of a team, or if your primary contacts are

with other agencies or groups outside State government describe those interactions, and what your role is. For example: you may *collaborate, monitor, guide, or facilitate change*.

Highly developed interpersonal skills are a critical attribute for the successful performance of the incumbent. Major responsibilities of this position include influencing and motivating others in high risk and emotionally charged situations and personally serving others. The incumbent will routinely interact with the following individuals, agencies, and groups and the respective role of the incumbent is discussed:

1. **Vulnerable Adults:** On a daily basis, the incumbent will interact with a variety of elders and adults with disabilities to assess their situation and to ensure their safety and well being. The incumbent will frequently need to utilize the art of persuasion to influence vulnerable adults to do something that they might not do otherwise. For example, the incumbent may attempt to influence a vulnerable adult to receive medical care or assistance such as Meals on Wheels when they would normally refuse such services or persuading a vulnerable adult to appoint a Power of Attorney to assist with financial management. The ability of the incumbent to influence others is a necessary skill for ensuring the health, safety and well being of vulnerable adults for whom involuntary protective actions are not appropriate.
2. **Governmental Agencies:** The incumbent is responsible for establishing collaborative relationships with governmental agencies to ensure that the needs of vulnerable adults are met. These collaborative relationships are utilized on a daily basis and include, but are not limited to, the following agencies: Office of Professional Regulation, Vermont State Board of Nursing, Office of Public Guardian, Nursing Board, Office of Social Security, Office of the Inspector General, Offices of Probation and Parole, and Veteran's Affairs. The incumbent is responsible for motivating and influencing other governmental agencies to provide a service that is not provided by the agency or to allocate funding which would normally not be available to the vulnerable adult.
3. **Community Partners:** The incumbent will have regular and frequent contact with staff from community agencies, facilities, and organizations including but not limited to: Area Agencies on Aging, home health agencies, hospitals, residential care and nursing homes, Domestic Violence Networks, hoarding task forces, homeless shelter advocacy programs, and Adult Day Care Centers. The work will work collaboratively with these community partners to arrange for goods and services needed by a vulnerable adult. The worker will also serve as consultant to these agencies on matters pertaining to abuse, neglect, or exploitation and provide technical assistance on court petitions such as guardianship petitions and Relief from Abuse Orders.
4. **Legal and Judicial Professionals:** the incumbent will frequently interact with law enforcement professionals, attorneys, and courts. The work with law enforcement tends to be a collaborative effort, initiated by the worker, during which investigations are conducted jointly. Frequently, however, the incumbent will be responsible for influencing a law enforcement agency to initiate a criminal investigation for a case that they previously refused to do.

3. Are there licensing, registration, or certification requirements; or special or unusual skills necessary to perform this job?

Include any special licenses, registrations, certifications, skills; (such as counseling, engineering, computer programming, graphic design, strategic planning, keyboarding) including skills with specific equipment, tools, technology, etc. (such as mainframe computers, power tools, trucks, road equipment, specific software packages). Be specific, if you must be able to drive a commercial vehicle, or must know Visual Basic, indicate so.

No professional license is required for this position. However, a graduate degree in Social Work, Psychology, Law, Paralegal, or Criminal Justice is preferred. A Bachelor's degree in any discipline with extensive experience conducting civil or criminal investigations is acceptable. Incumbents who possess ten or more years of experience conducting investigations may qualify regardless of their academic credentials.

This job requires full competence in the specialized fields of investigative and human service practices with vulnerable adults to effectively perform the essential functions of this job.

The incumbent must have an advanced level of understanding of the principles of investigations, interview techniques, disabilities and infirmities of aging, psychosocial needs and implications for interventions, capacity and risk assessments, counseling methods and mediation skills.

The incumbent must also have a thorough working knowledge of the complex laws which govern the work of APS and an ability to analyze, interpret and apply those laws to an established set of facts in nuanced and convoluted cases.

An ability to communicate, both expressively and receptively, is an essential skill of this position. The position requires a significant amount of technical writing and an ability to think creatively and strategically in an attempt to elicit information from uncooperative or cognitively impaired individuals.

The incumbent must have excellent computer skills and be proficient in Microsoft products including Word, Outlook, Excel, and Power Point. An ability to utilize complex data bases is also a requirement of this position.

4. Do you supervise?

In this question "supervise" means if you direct the work of others where you are held **directly** responsible for assigning work; performance ratings; training; reward and discipline or effectively recommend such action; and other personnel matters. List the names, titles, and position numbers of the classified employees reporting to you:

N/A

5. In what way does your supervisor provide you with work assignments and review your work?

This question deals with how you are supervised. Explain how you receive work assignments, how priorities are determined, and how your work is reviewed. There are a wide variety of ways a job can be supervised, so there may not be just one answer to this question. For example, some aspects of your work may be reviewed on a regular basis and in others you may operate within general guidelines with much independence in determining how you accomplish tasks.

The position operates under the general guidelines of the Division of Licensing & Protection with considerable latitude for independent judgement and self-direction.

The incumbent's "assignments" are generated directly by victims, family members, health care professionals, law enforcement, and other community partners. The incumbent must independently evaluate and prioritize each case. The incumbent must engage in evaluative thinking when determining prioritization of cases and must consider potential outcomes and consequences several steps into the future.

The APS Assistant Director provides supervision meetings with the incumbent at least bi-

monthly to review randomly selected work product.

6. Mental Effort

This section addresses the mental demands associated with this job. Describe the most mentally challenging part of your job or the most difficult typical problems you are expected to solve. Be sure to give a specific response and describe the situation(s) by example.

- For example, a purchasing clerk might respond: *In pricing purchase orders, I frequently must find the cost of materials not listed in the pricing guides. This involves locating vendors or other sources of pricing information for a great variety of materials.*
- Or, a systems developer might say: *Understanding the ways in which a database or program will be used, and what the users must accomplish and then developing a system to meet their needs, often with limited time and resources.*

Mental Challenges: The incumbent must analyze and solve complex problems which require evaluative thinking to anticipate the impact of action/inaction several steps into the future, not just the immediate moment. The judgement calls made by the worker are made with the full understanding that all decisions have the power to significantly impact the life of a vulnerable adult; decisions could be the determining factor in whether or not a vulnerable adult lives or dies, lives a reasonable quality of life, or continues to be subjected to maltreatment.

A significant contributor to the mental stress endured by the incumbent is the chronic exposure to egregious abuses intentionally perpetrated against our most vulnerable members of society. Listening to frequent, graphic depictions of sexual assaults, violent beatings, and severe neglect bores into the mind of the worker and may potentially create serious mental stress leading to vicarious traumatization or other stress-related disorders.

On a daily basis the incumbent is confronted with irate and emotionally distraught individuals.

Problem Solving:

Problems that incumbents are typically expected to solve are complex and require the incumbent to employ evaluative and logical thinking in order to accurately analyze a situation and render a hasty and accurate decision.

A specific example of the type of complex problem the incumbent may be expected to solve involves the cases in which a vulnerable adult is at risk for serious harm or death and is not eligible for the services from APS nor services needed from other agencies for various reasons. These are the individuals who "fall through the cracks" and are at significant risk. The incumbent must find creative solutions to effectively solve these problems. A classic example is the 48-year-old vulnerable adult who suffers from advanced Alzheimer's Disease and is no longer capable of making their own decisions or providing the most basic level of care for themselves. Typically, these individuals have no known family and a continuation of independent living could result in their death. In this case, a guardian or Power of Attorney would be needed to facilitate placement into a residential care facility but the Office of Public Guardian does not provide those services to individuals under the age of 55 unless the individual has a developmental disability. Thus, the worker becomes responsible for ensuring the safety of the adult in the absence of needed resources.

7. Accountability

This section evaluates the job's expected results. In weighing the importance of results, consideration should be given to responsibility for the safety and well-being of people, protection of confidential information and protection of resources.

What is needed here is information not already presented about the job's scope of responsibility. What is the job's most significant influence upon the organization, or in what way does the job contribute to the organization's mission?

Provide annualized dollar figures if it makes sense to do so, explaining what the amount(s) represent.

For example:

- A social worker might respond: *To promote permanence for children through coordination and delivery of services;*
- A financial officer might state: *Overseeing preparation and ongoing management of division budget: \$2M Operating/Personal Services, \$1.5M Federal Grants.*

As part of the Adult Protective Services team, the incumbent is responsible for protecting the health, welfare and financial well-being of vulnerable adults through the implementation of investigative and protective services. Ensuring the well being and promoting the dignity of Vermont's most vulnerable people is an expected outcome associated with this position.

8. Working Conditions

The intent of this question is to describe any adverse conditions that are routine and expected in your job. It is not to identify special situations such as overcrowded conditions or understaffing.

- a) What significant mental stress are you exposed to? All jobs contain some amount of stress. If your job stands out as having a significant degree of mental or emotional pressure or tension associated with it, this should be described.

Type	How Much of the Time?
Frequent descriptions of abuses intentionally perpetrated against our most vulnerable members of society.	80-90%
Frequent conversations with emotionally distraught individuals during which the worker must remain professional, calm, focused and solution oriented.	80-90%
Responsible for making decisions which may have an adverse impact on vulnerable Vermonters.	95%

- b) What hazards, special conditions or discomfort are you exposed to? (Clarification of terms: **hazards** include such things as potential accidents, illness, chronic health conditions or other harm. Typical examples might involve exposure to dangerous persons, including potentially violent customers and clients, fumes, toxic waste, contaminated materials, vehicle accident, disease, cuts, falls, etc.; and **discomfort** includes exposure to such things as cold, dirt, dust, rain or snow, heat, etc.)

Type	How Much of the Time?

--	--

c) What weights do you lift; how much do they weigh and how much time per day/week do you spend lifting?

Type	How Heavy?	How Much of the Time?
heavy lifting is not required		

d) What working positions (sitting, standing, bending, reaching) or types of effort (hiking, walking, driving) are required?

Type	How Much of the Time?
sitting	95%
walking/standing	5%

Additional Information:

Carefully review your job description responses so far. If there is anything that you feel is important in understanding your job that you haven't clearly described, use this space for that purpose. Perhaps your job has some unique aspects or characteristics that weren't brought out by your answers to the previous questions. In this space, add any additional comments that you feel will add to a clear understanding of the requirements of your job.

--

Employee's Signature (required): _____ Date: _____

Supervisor's Section:

Carefully review this completed job description, but **do not** alter or eliminate any portion of the original response. Please answer the questions listed below.

1. What do you consider the most important duties of this job and why?

The most important duties of this position include determining eligibility for APS services, assessing the situation for severity of harm and risk of continued harm, determining how quickly a field investigator needs to respond to the complaint, initiating the commencement of investigations, and managing all aspects of the reporting hotline. These duties are pivotal to ensuring that the program is satisfying its statutory mandate to protect the health, safety and well being of vulnerable persons and to commence investigations within 48 hours of receiving the complaint.

2. What do you consider the most important knowledge, skills, and abilities of an employee in this job (not necessarily the qualifications of the present employee) and why?

Required Skills:
Ability to solve complex problems through evaluative and logical analysis
Ability to interpret and apply statutory provisions to an established set of facts
Excellent communication skills, both receptive and expressive, are essential
Ability to quickly and accurately assess situations and respond accordingly
Ability to work independently
Ability to act responsively in an emergency/crisis situation
Ability to exercise sound judgement and make decisions independently
Ability to perform well under stress

Knowledge:
Considerable knowledge of interviewing techniques
Considerable knowledge of investigative practices
Considerable knowledge of issues affecting elders and individuals with disabilities, particularly related to abuse, neglect and exploitation
Knowledge of supportive counseling techniques

3. Comment on the accuracy and completeness of the responses by the employee. List below any missing items and/or differences where appropriate.

This is a management request.

4. Suggested Title and/or Pay Grade:

Adult Protective Services Program Specialist/23

Supervisor's Signature (required): Kelly Greaves Date: 9/11/2022

Personnel Administrator's Section:

Please complete any missing information on the front page of this form before submitting it for review.

Are there other changes to this position, for example: Change of supervisor, GUC, work station?

Yes No If yes, please provide detailed information.

[Empty text box for providing detailed information]

Attachments:

- Organizational charts are **required** and must indicate where the position reports.
- Draft job specification is **required** for proposed new job classes.

Will this change affect other positions within the organization? If so, describe how, (for example, have duties been shifted within the unit requiring review of other positions; or are there other issues relevant to the classification review process).

[Empty text box for describing organizational impact]

Suggested Title and/or Pay Grade:

[Empty text box for suggested title and/or pay grade]

Personnel Administrator's Signature (required): _____ Date: _____

Appointing Authority's Section:

Please review this completed job description but **do not alter** or eliminate any of the entries. Add any clarifying information and/or additional comments (if necessary) in the space below.

[Empty text box for clarifying information and/or additional comments]

Suggested Title and/or Pay Grade:

APS Program Specialist, 1623

[Signature]

6 Oct 2022

Appointing Authority or Authorized Representative Signature (required)

Date

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*Request for Classification Review
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